GETTING STARTED GUIDE

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Carousel Simplicity Video

For End Users

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6001 America Center Drive
San Jose, CA 95002
USA

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Introducing Carousel Simplicity Video

Carousel Simplicity Video is a holistic solution that will transform the way you conduct virtual meetings. Simplicity Video provides interoperability between any standards-based H.323 and SIP endpoints.

Carousel Simplicity Video enables faster, more secure meeting connections worldwide through an infrastructure that enables easy to use, HD quality, secure video conferencing via open standards-based interoperability with communications and business applications across the globe. From the boardroom to the browser, from the conference table to the tablet, Simplicity Video will optimize your communications standards and astound you with your new communications possibilities.

Note: Supported Endpoints

Version 1.0.0 of Carousel Simplicity Video supports full range of H.323 and SIP endpoints, including Polycom® HDX® Series, Polycom® RealPresence® Group Series, Polycom® RealPresence® Mobile, Polycom® RealPresence® Desktop, Polycom® RealPresence® CloudAXIS™ Suite, and Polycom® VVX® Series (camera enabled). Microsoft® Lync® 2010 Desktop is also supported if Lync federation is enabled.

Setting up Your User Account

The first steps in getting your Carousel Simplicity Video account provisioned are to register your account on the Simplicity Video user portal and sign into the portal.

User Tip: Supported Browsers

The Carousel Simplicity Video user portal can be accessed from the following web browsers:

- Internet Explorer 9
- Internet Explorer 10
- Safari
- Firefox
- Chrome

Registering Your Simplicity Video Account

Your company or organization has provided Carousel with your contact information, or you have signed up to the service through the 30-day free trial, so Carousel will send you an email invitation to join Simplicity Video. Once you have received your welcome email, your first steps are to register your account and sign into the user portal.

To register your Simplicity Video account:

1. Click the activation link embedded in the email invitation you received from Carousel.

The user credential activation page for your Simplicity Video user account opens and your preassigned user name will be populated into the User Name field.

2. Choose a password for and type it into the **Password** field. Confirm the password in the **Confirm Password** field.
3. Click the **I Accept Terms & Conditions** link to read the Simplicity Video terms and conditions and click the box next to the link to accept.
4. Click **Submit**.
5. The Congratulations page for successful account registration opens. To immediately access the Simplicity Video user portal, click on the portal access link.

Your registration for Carousel Simplicity Video is now complete.

User Tip: Choosing a Password

Your password must be at least six characters long and must contain at least one alphabet character, one numeric character, and one special character. Your user name should not be part of your password.

Signing into the Simplicity Video User Portal

Once you have successfully registered for Simplicity Video or signed up for a free 30-day trial, you will receive a confirmation email from Carousel that includes your User Name, VMR Number, chairperson code, and a link to access the user portal.

To sign in to Simplicity Video User Portal:

1. Go to your confirmation email and click the included user portal access link. The Simplicity Video login page opens.
2. Type in your user name and password.

   Clear the **Hide Password Characters** checkbox if you want your password characters to be visible.
3. Click **Sign In**.

Resetting Your Password

If you forget your Carousel Simplicity Video password or need to change it for any reason, you can reset it from the user portal login page.

To reset your account password:

1. Click the **Forgot Password?** link on the portal login page.
2. Fill in your username and email address and click **Submit**. The verification email sent page opens.
3. Click **OK**.

4. Go to your password reset email and click the embedded link. The user credential activation page opens.
5. Choose a password for your account and type it into the **Password** field. Confirm the password in the **Confirm Password** field.
6. Click the **I Accept Terms & Conditions** link to read the Simplicity Video terms and conditions and click the box next to the link to accept.
7. Click **Submit**. The Congratulations page for successful account registration opens.
8. To immediately access the Simplicity Video user portal, click on the link.

Getting Started with Simplicity Video

For detailed information on Simplicity Video, please refer to the following documentation located on the Carousel Simplicity Video user portal:

- User FAQ page located in the Support page of the user portal
- Polycom endpoint Quick Tips Guides for use with Carousel Simplicity Video
- *Polycom® Simplicity Video User's Guide*

Your Video Meeting Room (VMR) Number

When you register with Carousel Simplicity Video, you receive a unique VMR number to use when scheduling video meetings. Your VMR number is automatically assigned to you and cannot be changed. Along with your VMR number, you will also receive a six-digit chairperson code that will enable you to control the start and stop of your meetings.

Registered vs. Unregistered Users

Carousel Simplicity Video is designed to allow both registered users and unregistered participants to connect to meetings. For more information on using the service as a registered or unregistered user, refer to the *Carousel Simplicity Video User's Guide*.

Dialing Options

Connecting to video meetings has never been easier than with Carousel Simplicity Video.

You can dial into Simplicity Video either as a registered user or an unregistered user from SIP and H.323 endpoints. You can also dial via Microsoft Lync (if you have Lync federation enabled) or via audio.

Endpoints that support unregistered dialing:

- Polycom RealPresence Desktop (Windows and Mac)
- Polycom RealPresence Mobile (Android and iOS)
- Polycom RealPresence CloudAXIS Suite
- Polycom HDX Series
- Polycom RealPresence Group Series

- Polycom VVX Series (500/600 camera enabled and 1500)
- Any standards-based SIP or H.323 video endpoint

Endpoints that support registered dialing:

- Polycom RealPresence Desktop (Windows and Mac)
- Polycom RealPresence Mobile (Android and iOS)

Dialing as an Unregistered User

When dialing as an unregistered user via either SIP or H.323 protocols, you must include the entire dialing string as shown in the following table:

Dialing Strings

Protocol	*Dialing String*	*Example*
SIP	VMR@sip.rpn.vc	1200340056@sip.rpn.vc
H.323	VMR@h323.rpn.vc	1200340056@h323.rpn.vc

For information on configuring your endpoint for SIP or H.323, refer to your product's documentation or the *Carousel Simplicity Video User's Guide*.

Admin Tip: DNS and IP Address Dialing

Some endpoint infrastructures require you to use an IP address instead of the DNS address to dial into Simplicity Video:

- **SIP:** VMR@130.252.253.102
- **H.323:** 130.252.253.102##VMR

Contact your company's IT Administrator for questions regarding your company's endpoint infrastructure requirements.

Dialing as a Registered User

When dialing as a signed-in user via RealPresence Desktop or RealPresence Mobile:

- You must connect via SIP
- Dial only the VMR number in the dialing field

For information on downloading and configuring your RealPresence Desktop or RealPresence Mobile client for use with Simplicity Video, refer to the *Carousel Simplicity Video User's Guide*.

Settings: Registration Period

Registered dialing is available to new account users after 24 hours. Until your account is fully activated, you must use an unregistered dialing method to connect through RealPresence Desktop or RealPresence Mobile.

Dialing via Microsoft Lync 2010 Desktop

If you have Lync federation enabled in your enterprise infrastructure, you can also join meetings hosted with Simplicity Video using Microsoft Lync Desktop 2010.

To join a meeting via Microsoft Lync 2010 Desktop:

1. Open the main Lync window.
2. In the **Find a contact or dial a number field**, enter VMR@meet.rpn.vc.

   Example: 1200340056@meet.rpn.vc
3. Press **Enter**.
4. In the new window that opens, click **Video** and select **Start a Video Call**.

Note: Content Sharing with Lync 2010

Content sharing is not enabled between Microsoft Lync 2010 and Simplicity Video. To share content with Lync users, use an alternative method of content sharing.

Dialing via Audio

You can also join meetings hosted with Simplicity Video via audio-only devices.

To join a meeting via audio:

1. Dial the phone number.
2. Enter your VMR number at the prompt and press #.

   Example: +1 (650) 351-0492; 1200340056#

Troubleshooting: Connecting Audio Calls

If your audio call will not connect, make sure you have pressed # after dialing VMR number when calling via audio only. The call will connect only after pressing #.

Joining and Leaving Meetings

Joining and leaving meetings are very similar to the way you connect with your video endpoints on the public Internet. One important difference is the addition of a required chairperson code to begin meetings and control the window in which additional endpoints can join the video call.

Chairperson

Every VMR number has one user designated as the chairperson. The chairperson has a six-digit code that must be entered before meetings can begin. Other users can dial into the VMR before the chairperson has entered the call, however, no video will transmit until the chairperson enters the code and joins.

If you are the designated chairperson for your VMR, dial into the VMR using the appropriate dialing plan for your endpoint. Once you have entered the VMR, you will see the splash screen and hear an audio prompt to press # to access chairperson services.

To enter your chairperson code:

1. Open your application's dialpad and press #.
2. Enter your six-digit chairperson code, followed by #.

User Tip: Changing Your Chairperson Code

Your chairperson code will be initially provided to you by Carousel; however, you may change your chairperson code to another six-digit number on the Simplicity Video user portal. For instructions on changing your chairperson code, refer to the *Carousel Simplicity Video User's Guide.*

Other users will see the backdrop while waiting for you to join. Once you join the call, video will begin transmitting.

Once the chairperson leaves the call, the meeting automatically ends.

End Users

Join a meeting by dialing into the VMR per the dialing plans listed above for your specific endpoint. The VMR will connect with the Carousel splash screen.

Anyone can call into the VMR at any time for a meeting, but live video and audio only begin once the chairperson calls the VMR and enters the meeting code.

Once the chairperson leaves the call, the meeting automatically ends.

Sharing Content

Depending on your endpoint and how your system is configured, you might be able to show content that is stored or running on a computer, tablet, or a USB drive.

The following types of content can be shown to the far sites:

- Information stored or programs running on a computer or tablet
- Real-time annotations made using the Polycom® UC Board™
- Some types of information stored on a USB drive
- Paper documents or objects placed on a document camera
- Streaming video or DVD content

When you show content, the far site(s) can see you and what you are sharing from the computer or tablet screen. You can show one content source and participate in one video call source at a time, and you can switch to a different type of content or video call source if you need to. Content shown is from one site at a time; another site sharing content overrides any content being shared within the call.

For information on sharing content from your specific endpoint, refer to your product's documentation or the *Carousel Simplicity Video User's Guide*.

Note: Content Sharing

If you join the meeting from Microsoft Lync 2010, you cannot share content to other participants in the call. However, you can view content that other participants share.

Sending content is not supported for RealPresence Mobile for iPhone or Android phones, but you can receive content from other participants.

Sending PDF content only is supported for RealPresence Mobile for iPad or Android tablets, and you can receive content of any type from other participants.

Troubleshooting

Use the following list as a guide to resolving issues, problems, or common difficulties you may encounter while deploying Simplicity Video.

For additional troubleshooting information by endpoint type, please visit the Carousel Simplicity Video user portal.

General Connection Issues

If you are unable to connect to your meeting:

- If, on the first attempt, the end point does not connect, try to connect again.
- Make sure that your video endpoint is not set up to require encryption.
- If you experience difficulty connecting via H.323, turn the gatekeeper registration off (H.323 only).
- Make sure that the chairperson has entered the chairperson code to start the meeting. Video and audio will only begin after the chairperson has joined the call.

Unregistered Users

Make sure that your video endpoint's DNS Server can resolve **h323.rpn.vc** and **sip.rpn.vc**. If your endpoint's DNS server will not resolve to either of these two addresses, try to connect using the following IP address dialing strings:

IP Address Dialing Strings

Protocol	*Dialing String*	*Example*
SIP	VMR@130.252.253.102	1200340056@130.252.253.102
H.323	130.252.253.102##VMR	130.252.253.102##1200340056

Registered Users

If you are unable to connect to your meeting as a registered user:

- Make sure you have set your endpoint client to dial via SIP.
- It can take up to 24 hours to activate your new account registration. Until your account is fully activated, you must use an unregistered dialing method.
- For endpoints other than RealPresence Deskop or RealPresence Mobile, use an unregistered dialing plan, even if you have an active user account with Simplicity Video.

Audio Dialing

If your connection via audio won't connect, make sure you have entered the # after the VMR number at the prompt.

Content Sharing

If you are using Microsoft Lync 2010, you will not be able to share content with other participants on the call through Simplicity Video. To share content with meeting participants, use an alternate method of content sharing. However, Lync 2010 users can view content that others share.

You cannot send content when using RealPresence Mobile for iPhone or Android phones, but you can receive content that others have shared.

You can send only PDF files as content when using RealPresence Mobile for iPad and Android tablets, but you can receive other types of content that others have shared.

Contacting Technical Support

To contact technical support, log into the Carousel Simplicity Video user portal to fill out a support ticket or contact your Carousel Support with the following information:

- Your name

- Your location (company and city)
- Phone number where you can be reached
- Your endpoint type
- Brief description of your problem
- The action you were trying to take when you experienced the problem, including the number of the meeting rooms you were trying to join, and the room names or numbers of other participants you were trying to connect with (as applicable)
- Any steps you have already taken to resolve the issue, as well as any additional anomalies.